

OPM Workforce Policy and Innovation (WPI) Virtual Training Center Frequently Asked Questions

1) What browser is recommended to access the training courses?

The [OPM WPI Virtual Training Center](#) supports all browsers, to include Edge, Chrome, Firefox, and Safari.

2) Are there any system settings that need to be configured?

- a. For optimum viewing, your system should be set with a minimum display resolution of 1024 x 768.
- b. You must enable pop-ups from the [OPM WPI Virtual Training Center](#):
 - i. For instructions on how to enable pop-up windows in web browsers, visit this [Help page](#).
- c. For course audio, adjust your computer volume settings or you may need to unmute the audio on the web browsers' window tab.

3) How do I gain access to complete a course on the OPM WPI Virtual Training Center?

From the training website, select *Click Here to Register*. After submitting your email address, you will receive a confirmation email from NoReply@opmwpi.usalearning.gov that will include a link to access the OPM WPI Virtual Training Center. Once you have logged in, you can create your profile. If you do not receive the e-mail, check your Junk email or SPAM folder before submitting a ticket to the Help Desk at opmwpi.usalearning.gov/help_desk to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

4) I forgot my password, security question, and answer. How do I log back in?

On the home page of the website, select *I forgot my Password*. After entering your agency email address, you will receive an email from NoReply@opmwpi.usalearning.gov that will include a link to reset your password. If you do not receive the e-mail, check your Junk email or SPAM folder before submitting a ticket to the Help Desk at opmwpi.usalearning.gov/help_desk to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

5) How do I change my profile information?

To update your profile information, log into the [OPM WPI Virtual Training Center](#) and go to the My Profile page. Once you have updated your profile, be sure to select the SUBMIT button at the bottom of the page to save your updated profile.

6) I have a new email address (e.g., new agency, name change, etc.) and can't log into the Virtual Training Center. How do I proceed?

For assistance, submit a ticket to the Help Desk at opmwpi.usalearning.gov/help_desk to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

7) What should I do if I click on Begin Course and receive an error message?

If you are experiencing technical problems, submit a ticket to the Help Desk at opmwpi.usalearning.gov/help_desk to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

8) What if a course will not advance to the next screen, doesn't save my progress, or closes out repeatedly?

If you are experiencing technical problems, submit a ticket to the Help Desk at opmwpi.usalearning.gov/help_desk to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

9) Why is the training course (e.g., images, formatting, etc.) not loading correctly?

We recommend clearing your web browsers' cookies and cached images and files. If you do not have access to conduct this step, contact your agency's IT department for assistance.

10) The Next button is not working, and it is not on a question screen. How do I proceed?

Sometimes a screen will include hot areas with required additional information regarding a particular topic. In this case, once you have selected the hot areas or links and have viewed the additional information, the Next button will become active. If the course is still not responding, refresh the website by pressing ctrl + F5.

11) How do I adjust items on the screen that are too small (i.e., course font) or too large (i.e., bottom of course is cut off)?

Check the zoom level in your browser. Often you can adjust the screen size either up or down. In Edge and Chrome, look for the three-dot menu button at the top right of the browser, then go down to Zoom and adjust the screen display either up or down.

In addition, check the browser Text Size setting. Most courses/webpages are designed to be viewed with a Text Size of Medium. If the Text Size is set to Larger or Largest, text may run off the bottom of the screen and not be visible.